

## MEMORANDUM

**Date:** June 18, 2024

**To:** Southern Nevada Community Health Center Governing Board

**From:** Randy Smith, Chief Executive Officer, FQHC <sup>RS</sup>  
Fermin Leguen, MD, MPH, District Health Officer <sup>FL</sup>

---

**Subject: Community Health Center FQHC Operations Officer Report – May 2024**

---

Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention and education in a culturally respectful environment regardless of the patient's ability to pay.

### May Highlights

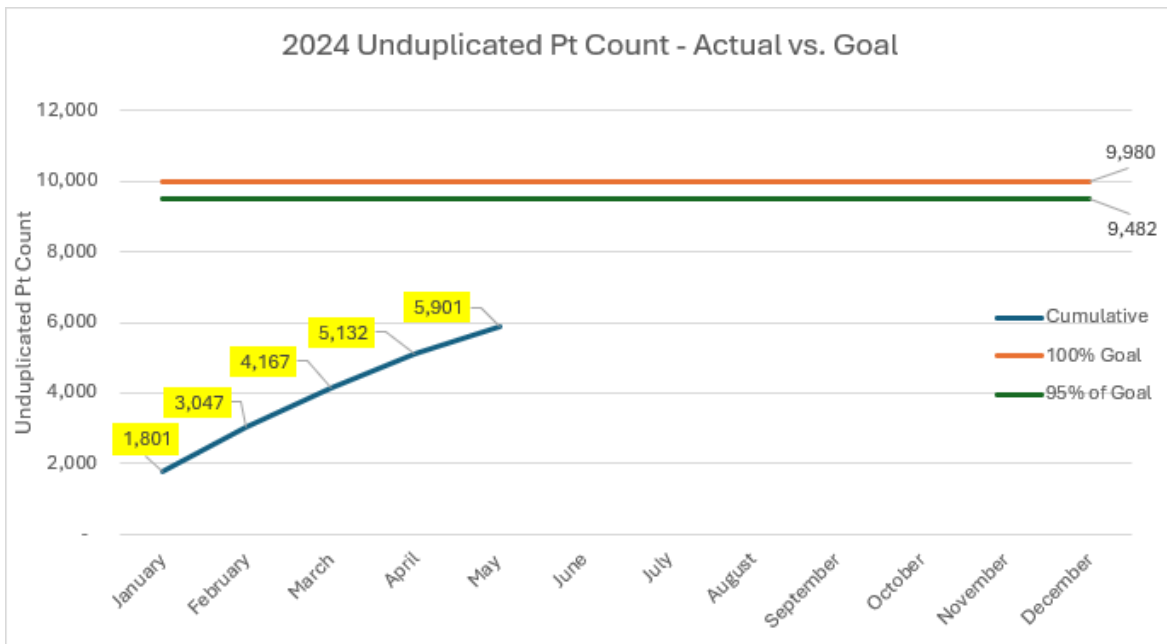
#### Administrative

- Federal Tort Claims Act (FTCA) redeeming application due June 24, 2024.
- HRSA Behavioral Health Expansion grant due June 26, 2024.
- Medical Director recruitment active. Two candidates completed first interviews.
- Reports due in June
  - COVID Survey
  - COVID H8L Grant – COIVD BRDG
  - RWA Quarterly
  - Refugee
  - Title X 2023 Narrative
- Renewals
  - FTCA Redeeming
  - FPNV
  - Incubator Grant
  - COVID Construction (BH Center)
  - FY END
- New Grant
  - BHSE
  - HCQIQA
- Contracts
  - Abbott
  - CNECT
  - Quest
- Employee Recognitions:
  - Milestone Celebrations:
    - Two employees celebrating one year.

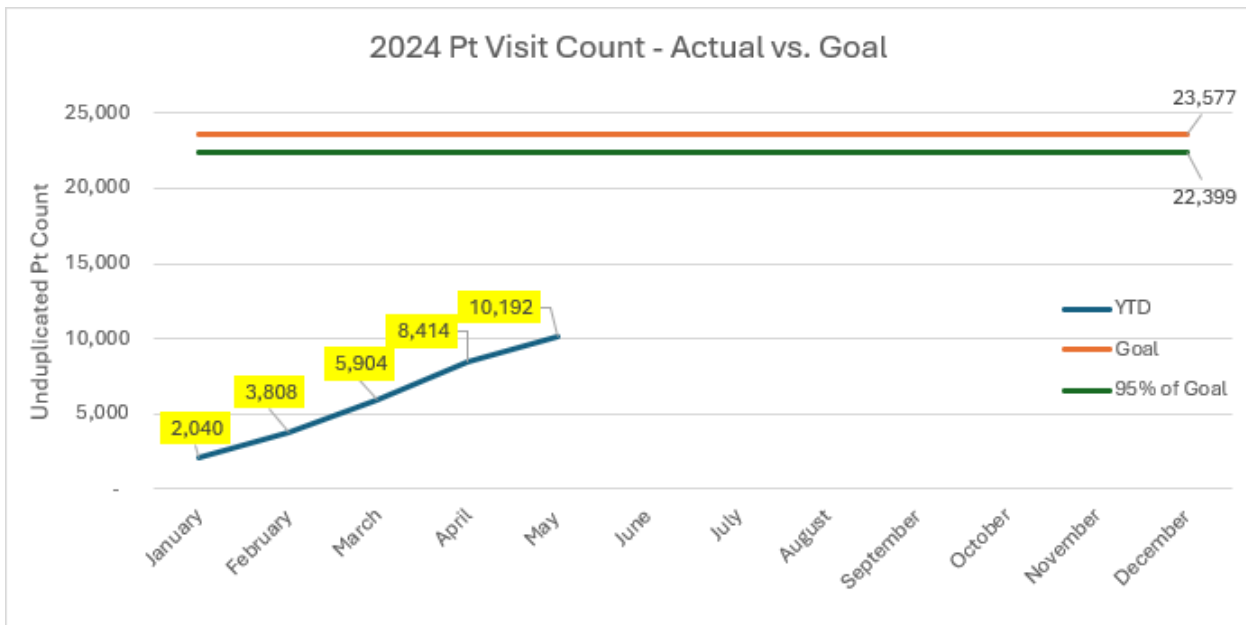
- On the Spot Awards
  - Six employees acknowledged.
- Exemplary Service
  - Two employees acknowledged.

## Access

### **Unduplicated Patients through May 2024 – 59.13% to goal of 9,980 unduplicated patients:**



### **Patient Visits through May 2024 – 43.23% to goal of 23,577 patient visits:**



**Provider Visits by Program and Site – May 2024**

Visits: 2,362

Unduplicated Patients: 1,876

New Patients: 617

Steady visits/workday compared to recent months. New eCW No-show feature officially deployed as of 6/1/24. Training was provided, which was well attended by about 60 FQHC staff.

Facility	Program	MAY '24	MAY '23	MAY YoY %	FY24 YTD	FY23 YTD	FY YTD YoY%
DEC & FRE	<b>Behavioral Health</b>	<b>269</b>	<b>117</b>	<b>57%</b>	<b>1,656</b>	<b>1,375</b>	<b>17%</b>
DEC & FRE	<b>Ryan White</b>	<b>216</b>	<b>219</b>	<b>-1%</b>	<b>2,461</b>	<b>1,965</b>	<b>20%</b>
Decatur	Family Health	553	231	<b>58%</b>	4,832	2,335	<b>52%</b>
Fremont	Family Health	374	181	<b>52%</b>	2,405	1,539	<b>36%</b>
<b>Total</b>	<b>Family Health</b>	<b>927</b>	<b>412</b>	<b>56%</b>	<b>7,237</b>	<b>3,874</b>	<b>46%</b>
Decatur	Family Planning	161	155	<b>4%</b>	1,642	2,403	<b>-46%</b>
Fremont	Family Planning	83	113	<b>-36%</b>	923	1,233	<b>-34%</b>
<b>Total</b>	<b>Family Planning</b>	<b>244</b>	<b>268</b>	<b>-10%</b>	<b>2,565</b>	<b>3,636</b>	<b>-42%</b>
ASEC	Sexual Health	139	146	<b>-5%</b>	1,349	1,193	<b>12%</b>
DEC & FRE	Sexual Health	567	518	<b>9%</b>	6,369	6,262	<b>2%</b>
<b>Total</b>	<b>Sexual Health</b>	<b>706</b>	<b>664</b>	<b>6%</b>	<b>7,718</b>	<b>7,455</b>	<b>3%</b>
<b>Grand Total</b>		<b>2362</b>	<b>1680</b>	<b>29%</b>	<b>21637</b>	<b>18305</b>	<b>15%</b>

**Pharmacy Services**

	May-23	May-24		FY23	FY24		% Change YOY
<b>Client Encounters (Pharmacy)</b>	1,204	1,303	↑	12,700	14,741	↑	16.1%
<b>Prescriptions Filled</b>	1,690	2,137	↑	17,209	21,524	↑	25.1%
<b>Client Clinic Encounters (Pharmacist)</b>	60	71	↑	532	408	↓	-23.3%
<b>Financial Assistance Provided</b>	17	19	↑	114	199	↑	74.6%
<b>Insurance Assistance Provided</b>	9	2	↓	29	64	↑	120.7%

- A. Dispensed 2,137 prescriptions for 1,303 clients.
- B. Pharmacist completed 71 client clinic encounters.
- C. Assisted 19 clients to obtain medication financial assistance.
- D. Assisted two (2) clients with insurance approvals.

## Family Planning Services

Family planning services continue to grow, with a modest 4% year over year increase in the number of visits provided at the Decatur location in May. The health center's newest family planning providers continue to build their scheduling capacity and growth in the department is projected to increase in the months ahead.

## HIV / Ryan White Care Program Services

- A. The Ryan White program received 61 referrals between May 1<sup>st</sup> and May 31<sup>st</sup>. There were five (5) pediatric clients referred to the Medical Case Management program in May and the program received three (3) referrals for pregnant women living with HIV during this time.
- B. There were 700 total service encounters in the month of May provided by the Ryan White program Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers and Health Educator. There were 328 unduplicated clients served under these programs in May.
- C. The Ryan White ambulatory clinic had a total of 391 visits in the month of May: 32 initial provider visits, 165 established provider visits including 10 tele-visits. There were 18 nurse visits and 175 lab visits. There were 75 Ryan White encounters provided under Behavioral Health by the Licensed Clinical Social Workers and the Psychiatric APRN during the month of May and 60 unduplicated clients served. There were 12 Ryan White clients seen by the Registered Dietitian under Medical Nutrition Services in May.
- D. The Ryan White clinic continues to implement the Rapid stART project, which has a goal of rapid treatment initiation for newly diagnosed patients with HIV. The program continues to receive referrals and accommodate clients on a walk-in basis. There were 10 patients enrolled and seen under the Rapid stART program in May.

## FQHC-Sexual Health Clinic (SHC)

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided services to 848 unduplicated patients for the month of May. There were 135 unduplicated patients seen at the All-Saints Episcopal Church (ASEC) Outreach Clinic. There are currently more than 100 patients receiving injectable treatment for HIV prevention (PrEP).
- B. The FQHC- SHC is participating in a research project in collaboration with the University of San Diego, California (UCSD) looking at STI's as a tool for HIV prevention. The FQHC-SHC continues to collaborate with UMC on referrals for evaluation and treatment of neurosyphilis. The SHC is collaborating with the PPC- Sexual Health and Outreach Prevention Programs (SHOPP) with the Gilead FOCUS grant to expand express testing services for asymptomatic patients and provide linkage to care for patients needing STI, Hepatitis C or HIV treatment services.
- C. The FQHC-SHC clinical team completed annual trainings, including trainings on human trafficking and safe injection practices.
- D. The SHC staff continues to see patients for Mpox evaluation and referral for vaccine.

- E. Three CHN nurses and one medical assistant, and one administrative assistant are continuing orientation in FQHC-SHC. FQHC-SHC began the process for filling one vacant CHN position.

### Refugee Health Program (RHP)

Services provided in the Refugee Health Program for the month of May 2024

Client required medical follow- up for Communicable Diseases	-
Referrals for TB issues	11
Referrals for Chronic Hep B	2
Referrals for STD	6
Pediatric Refugee Exams	22
Clients encounter by program (adults)	57
Refugee Health screening for May 2024	57
<b>Total for FY23-24</b>	<b>155</b>

### Eligibility and Insurance Enrollment Assistance

As a team, Eligibility Workers submitted a total of 53 applications for the month.

Applications	Status
40	Approved
7	Denied
12	Pending

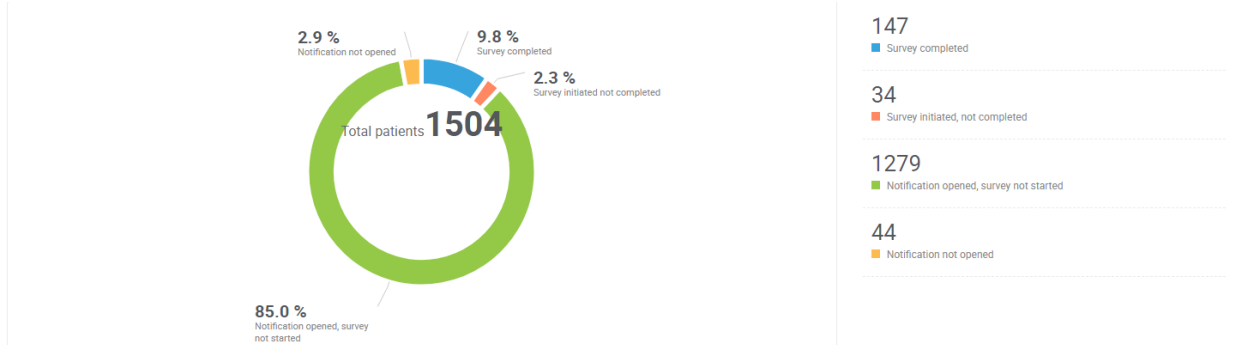
Training for CHWs to support Eligibility work has begun. A Community Health Worker at Fremont is close to being able to handle an eligibility referral from start to finish. The goal is to have them up to speed by the end of June, and then to process a minimum of one referral per week to keep their skills sharp.

### Patient Satisfaction: See attached survey results.

SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation of the Health Center to friends and family.

# Southern Nevada Community Health Center Patient Satisfaction Survey May 2024

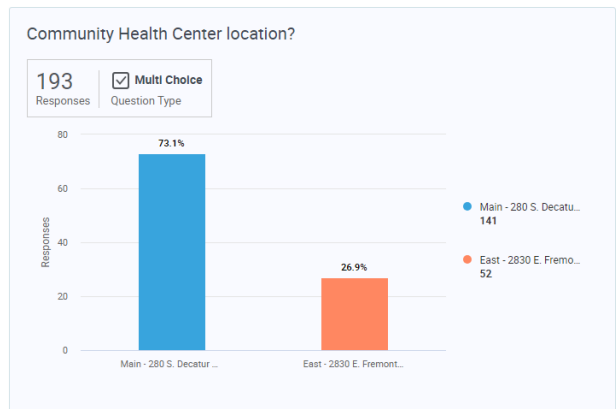
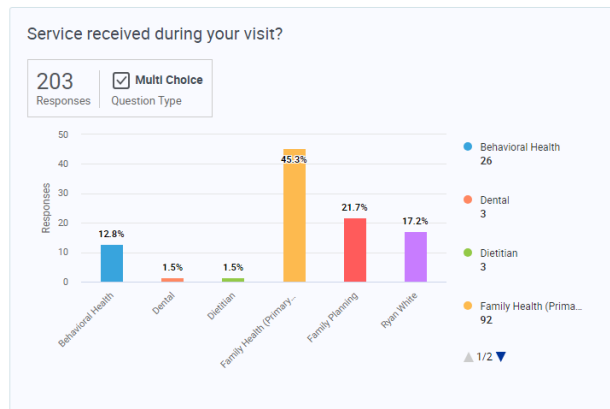
## Overview



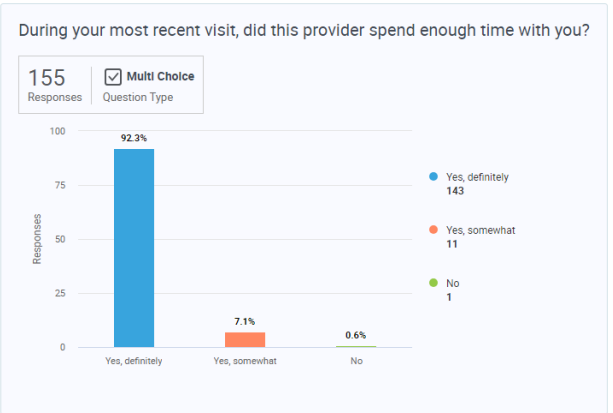
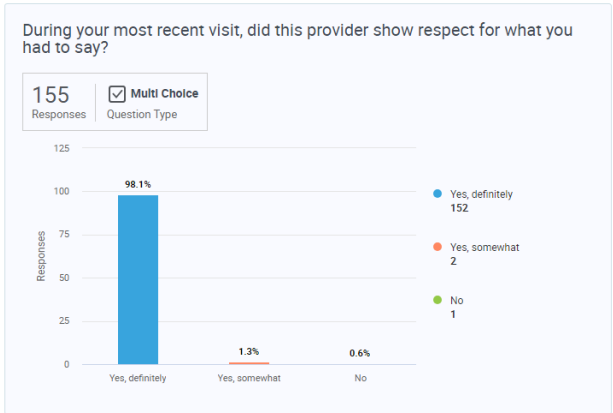
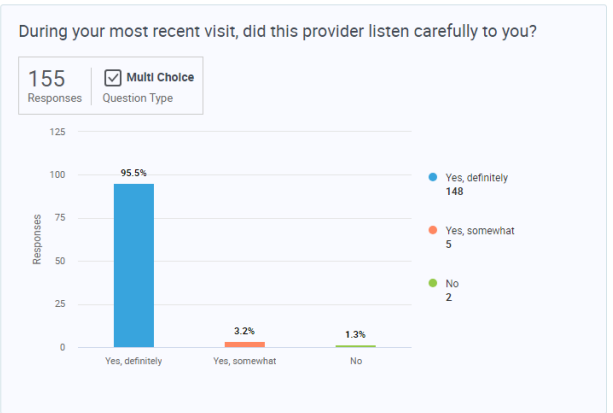
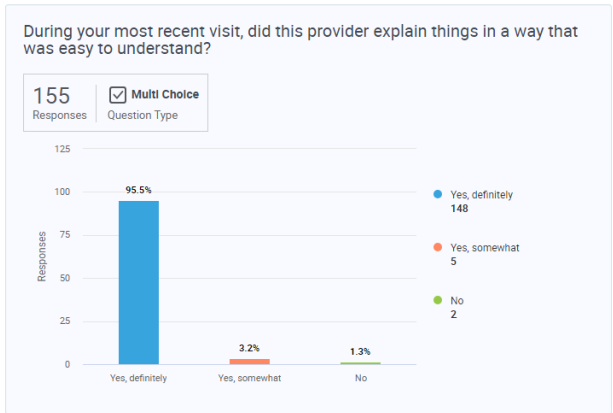
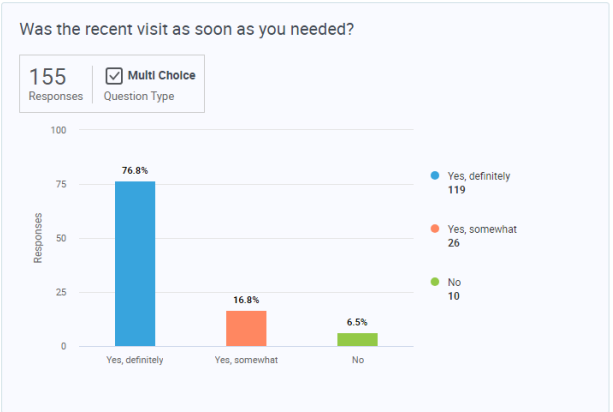
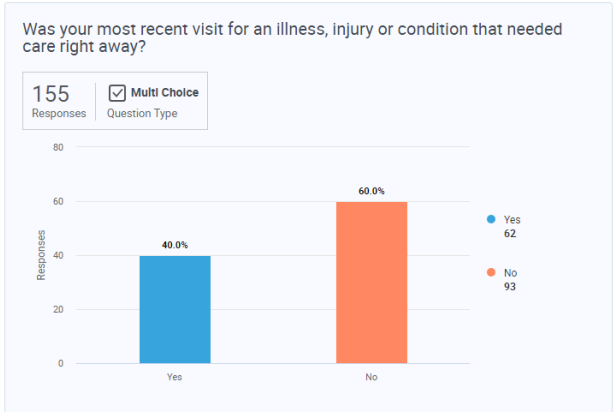
### Gender



## Service and Location

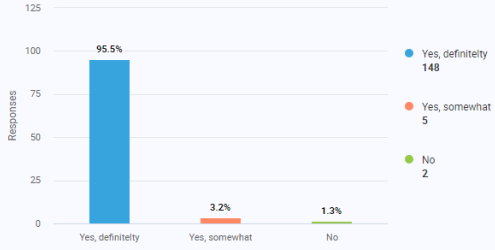


# Provider, Staff and Facility



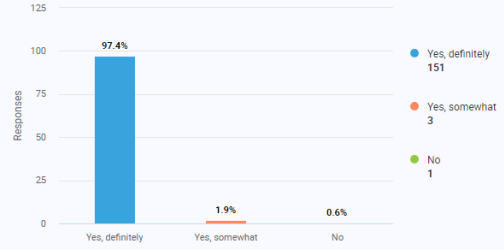
Thinking about your most recent visit, were the staff as helpful as you thought they should be?

155 Responses  Multi Choice Question Type



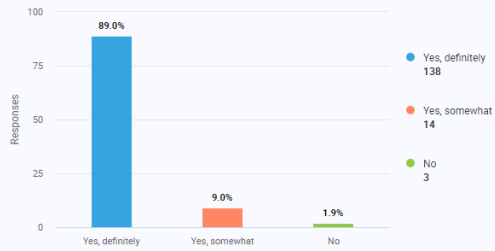
Thinking about your most recent visit, did the staff treat you with courtesy and respect?

155 Responses  Multi Choice Question Type



Thinking about your recent visit, was it easy to schedule an appointment?

155 Responses  Multi Choice Question Type



Thinking about the facility, how was the overall cleanliness and appearance?

155 Responses  Multi Choice Question Type





How would you rate the overall care you received from your provider, where 0 is the worst and 10 is the best?

155

Responses

123

Numbers

Question Type

93

Net Promoter Score (NPS)



Scale 0 - 6  
1%

Scale 7 - 8  
5%

Scale 9 - 10  
94%

2

Scale 0 - 6

8

Scale 7 - 8

145

Scale 9 - 10

## General Information

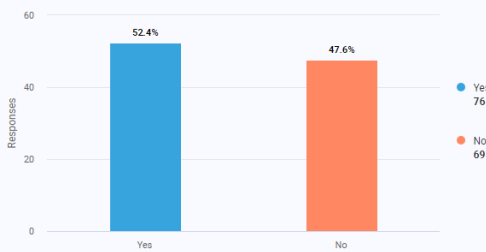
Do you have health insurance?

145

Responses

Multi Choice

Question Type



How did you hear about us?

151

Responses

Multi Choice

Question Type

